

Regulatory Framework for Opening, Operating and Closing a Business

Disclaimer: Any information rendered in this document is for general references only and should not be considered as legal advice. Users are strongly advised to seek independent legal advice if they are in doubt of their legal position.

Utility Services - Electricity

No.	Regulatory Framework	Link
<i>Regulatory Monitoring of Tariffs and Service Quality</i>		
1.	Per the regulatory framework, the electricity regulator have a final decision-making authority in the approval of electricity tariffs	➤ Sections A and B of Schedule 3 to the Scheme of Control Agreements (SCAs) (Link 1 Link 2 Link 3 Link 4)
<i>Monitoring of Service Quality</i>		
2.	Per the regulatory framework, the electricity regulator required to set performance standards to ensure service quality and the reliability of electricity services	➤ Schedule 4 to the SCAs (Link 1 Link 2 Link 3 Link 4)
3.	Per the regulatory framework, the electricity regulator required to monitor adherence to performance standards to ensure service quality and the reliability of electricity services	➤ Section D(1)(f) of Schedule 3 to the SCAs (Link 1 Link 2 Link 3 Link 4)
<i>Mechanisms on Service Quality Assurance</i>		
4.	The regulatory framework stipulate sanctions, and/or remedies applicable to utilities to ensure reliable electricity supply (limit outages)	➤ Clauses (2), (3), (4), (5), (9) and (13) of Schedule 4 to the SCAs, including Supplemental Agreement (Link 1 Link 2 Link 3 Link 4)
<i>Environmental Sustainability and Quality of Electricity Provision</i>		
5.	The regulatory framework set requirements for fossil fuel plants to reduce emissions of local air pollutants	➤ Cap. 311 Air Pollution Control Ordinance ➤ Technical Memorandum for Allocation of Emission Allowances

No.	Regulatory Framework	Link
6.	The regulatory framework stipulate financial sanctions applicable to electricity generation plants for not meeting the requirements on energy efficiency or emissions reduction	➤ Section 30A and 30B, Cap. 311 Air Pollution Control Ordinance
7.	The regulatory framework set energy efficiency requirements on electricity transmission and distribution	➤ Section D(1)(f) of Schedule 3 to the SCAs (Link 1 Link 2 Link 3 Link 4)
8.	The regulatory framework stipulate requirements or incentives on the roll-out of smart meters to commercial customers	<p>The Government has approved the power companies' Development Plan, which covered the capital projects of installation of smart meters for all their customers to be completed by 2025. Power companies shall report project progress in the annual Auditing Review.</p> <p>The Development Plan Review and the Auditing Review procedures/ requirements are stipulated in Sections A and C of Schedule 3 to the SCAs.</p> <p>➤ Sections A and C of Schedule 3 to the SCAs (Link 1 Link 2 Link 3 Link 4)</p>

Public Services that Facilitate Trade

[Including services provided by government bureaux and departments, and other public organisations]

Disclaimer: There are other digital public services that aim to facilitate business and compliance in Hong Kong. Please refer to the webpages of individual bureaux / departments / public organisations for details.

Utility Services - Electricity

No.	Public Services	Link
<i>Information on Existing Infrastructure and Planned Works</i>		
1.	Publicly available national or local infrastructure database (for example, a Geographic Information System (GIS) database) that shows the existing electricity distribution network	➤ Underground Utilities Information System (UUIS)
2.	Shared database for the network lines of multiple utilities, such as electricity, water, and internet Note: The database of internet (telecom) will only be established in Stage 2 of the UUIS Implementation (tentatively in 2026-27).	➤ Underground Utilities Information System (UUIS)
3.	Publicly available online platform with information about the planned works on utility networks that are carried out in Hong Kong Note: UUIS has kept the excavation permit records of planned works on utilities network for reference by registered users.	➤ Underground Utilities Information System (UUIS)
<i>Reliability and Quality of Electricity Supply</i>		
4.	Electricity outages (duration and frequency) monitored by the largest electricity utility in Hong Kong	➤ Schedule 4 to Scheme of Control Agreements (SCAs) (Link 1 Link 2 Link 3 Link 4)

No.	Public Services	Link
<i>Environmental Sustainability of Electricity Supply</i>		
5.	Key Performance Indicators (KPIs) to monitor the environmental sustainability of electricity supply	➤ Schedule 5 of SCAs (Link 1 Link 2 Link 3 Link 4)